Washington State Home Care uality Authority

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What is Long Term Care?

- Provision of services for persons with chronic or long-term needs for medical care or assistance with "activities of daily living".
- Washington state provides long-term care to about 60,000 persons who meet financial and clinical eligibility requirements.
 - People receiving long-term care are herein referred to as "consumers".

Washington's Policy on Long Term Care

Since the 1980's Washington state has provided most consumers of long-term care service a choice of community settings, including:

- Assisted Living facilities
- Adult family homes
- Boarding homes
- In-home care

Over 30,000 Washington consumers choose and receive in-home care.

HCQA Established



In 2001, HCQA was established by citizen initiative:

- To improve the quality of, and access to, providers of in-home care services (workers); and
- ➤ To educate, empower and assist consumers that are eligible for Medicaid in-home care services to find and hire suitable providers.



Resolving Workforce Issues

HCQA also engages in activities and partnerships to resolve workforce issues and promote training opportunities for providers and consumers of in-home care services:

- HCQA is responsible for the IP Workers' Compensation Program.
- ➤ HCQA serves as a Trustee to the SEIU Healthcare 775NW <u>Health</u> <u>Care Trust</u> which administers benefits for over 11,000 workers.
- HCQA also serves as a Trustee to the SEIU Healthcare 775NW Training Partnership.
- HCQA also serves on the State's <u>Collective Bargaining</u> team along with OFM and DSHS.

Educate & Empower Consumers

HCQA provides information to consumers on how to best manage their in-home care services:



HCQA produced an instructional video titled: "Your Choice: How to Hire the Right Individual Provider" to assist individuals needing an in-home caregiver. Over 1,000 requests for DVDs and hundreds of YouTube downloads have been tracked since the its release in February of 2009.

In 2008, HCQA produced a resource guide entitled: Stay Right Where You Are: A Resource Guide for Seniors and Adults with Disabilities Living at Home in Washington State. Over 2,500 Guides have been distributed and hundreds of website downloads have been tracked to date.

Access to Home Care Workers

A principal responsibility of the Authority is to match and refer potential home care workers with Medicaid-eligible consumers through a Referral Registry.



Home Care Referral Registry

The Referral Registry provides a good choice for consumers who want to hire and supervise their own home care worker (Individual Provider).

Individual Providers are also less expensive to the State than home care agency workers.

What is the Referral Registry?

- A custom built database of screened and pre-qualified home care workers.
- The Registry matches Washington State consumers who receive publicly funded in-home long term care with home care workers from the database.
- Registry staff are positioned in regional locations to assist consumers and workers with the Registry.

The cost to the State for home care workers that are hired through the Referral Registry is \$5.00 per hour less than it costs for identical services provided by home care agencies.*

*Source: JLARC

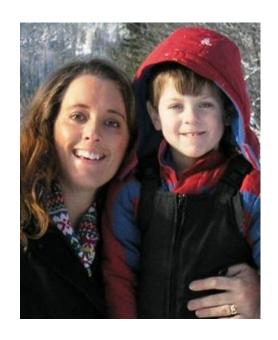
Home Care Referral Registry



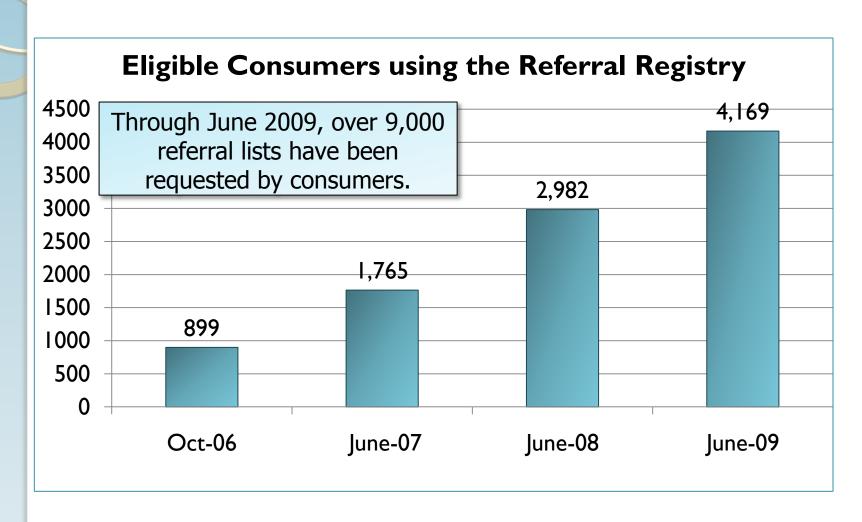
"I am able to stay in my home and not worry. The Referral Registry helps find someone for me when I need them."

-E. Wassink

"Thank you so much for your quick response, my son's Provider is a perfect fit! After all this time it is so nice to finally have someone available to be with my son on the days I am at meetings or away from home." - M. Harvey

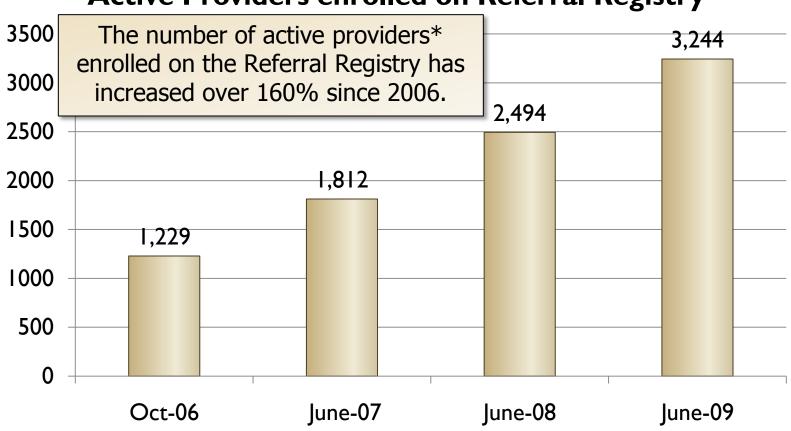


Consumers Using Registry



Providers Enrolled on Registry

Active Providers enrolled on Referral Registry



*<u>active providers</u> are pre-screened and are qualified to be included on referral lists requested by consumers.

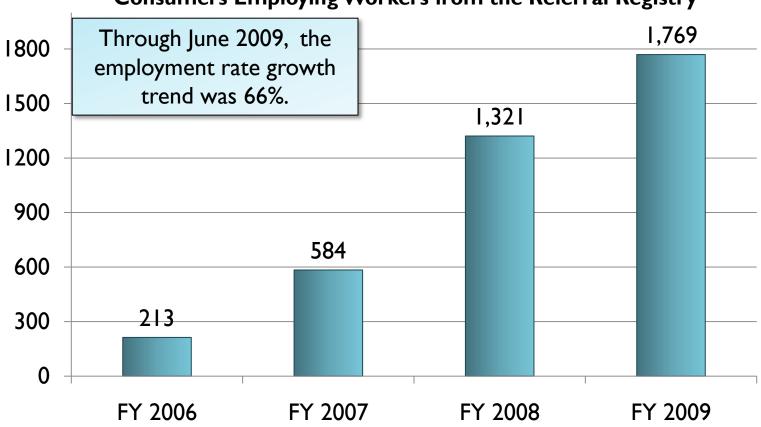
Referrals Requested by Consumers from the Registry

 Consumers requesting Referrals grew 95% in FY 2008.

 Requests for Referral lists from January 2007 to June 2009 averaged 3,350 per year.

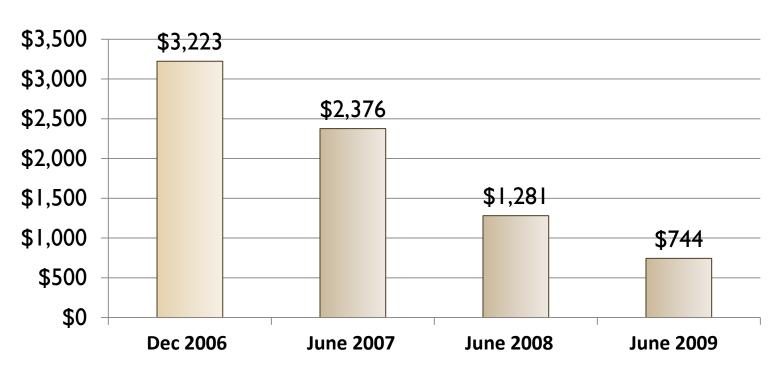
Consumers Employing Workers from the Registry

Consumers Employing Workers from the Referral Registry



Cost per Employed Provider from the Registry

Cost per Employed Provider from the Referral Registry

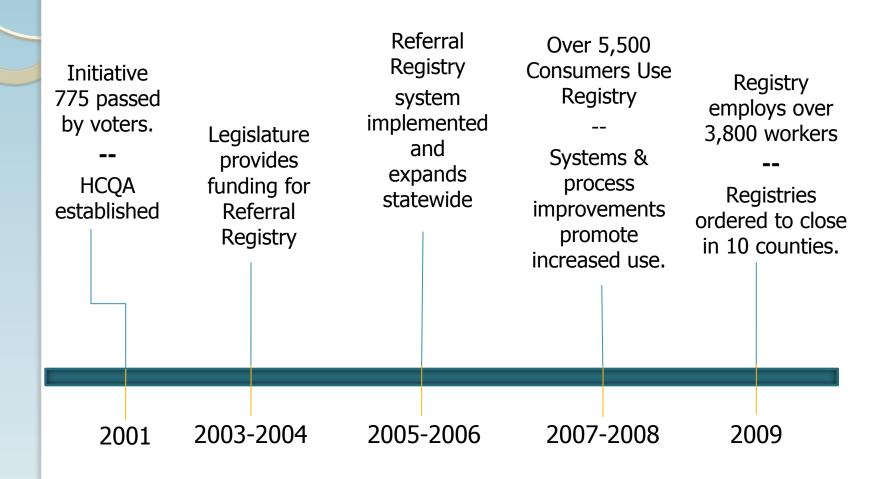




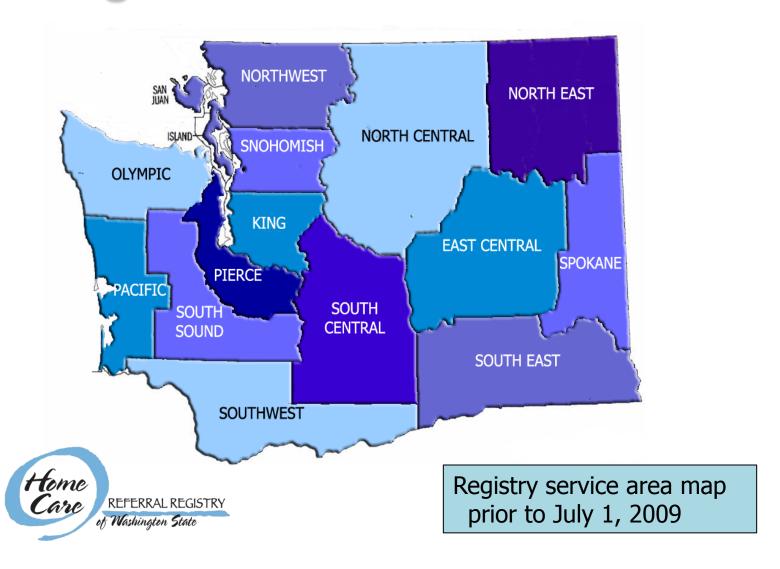
Building a Labor-Ready Workforce

- Complete DSHS contract with worker
- > Request worker payment identification number
- Web-access for background checks
- Temporary Worker pilot program
- Case manager 'Quick Search'

Referral Registry Activity Timeline



Budget Reductions



Registry Closures Ordered

The Home Care Quality Authority's budget was hit particularly hard with a 29% overall reduction.

 More than half of this reduction was specifically directed to closure of some Registry sites by July 2009.

Registry Closure Locations:

- **★**Western Washington King County
- **★North Central Washington** Douglas, Chelan & Okanogan Counties
- **★Northeast Washington Ferry & Stevens Counties**
- ***Southeast Washington Asotin, Columbia, Garfield & Walla Walla Counties**

Closures Reduce Consumer Choice

This reduction results in the loss of access to the Referral Registry for thousands of eligible consumers across 10 counties in Washington State.



Closures Impact Consumers Using IPs

ADSA clients (consumers) receiving IP services in COPES and MPC:

In FY2008 and FY2009 nearly 13% of ADSA consumers who received in-home services from a non-relative, hired a care provider from the Referral Registry.



Closures Eliminate Access

As of June 2009, <u>8,000</u> workers were enrolled on the Referral Registry.

Of this amount, <u>2,250</u> workers were from areas where the Registry was closed.



Restore Statewide Access to the Registry

Restoring Referral Registry services to the 10-county closure area will:

 return access to screened and qualified home care workers for eligible consumers,

and

 restore employment opportunities for home care workers.

Cost to restore this service = \$272,000 GF-S

The Referral Registry Solution

Total ADSA caseload of consumers using in-home long term care services = 30,000

Average number of in-home care hours allotted per month per consumer = 105 hrs*

If just 5% of the number of in-home care consumers used the Registry to find and hire an IP = 1,500

Total average hours per month if 5% of total number of consumers hired providers from the Registry = 157,500 hrs

Total average hours per year = 1,890,000 hrs

*Source: DSHS

The Referral Registry Solution

Average dollar per hour savings compared to home care agency costs = \$5.00 per hour

Potential annual savings if 5% of consumers use Referral Registry Services = \$4,725,000 GF-S

HCQA - Current annual budget

\$1,225,000

plus +

Restored funding to Registry

\$ 272,000

equals =

Annual total

\$1,497,000

Using this solution, the potential savings to Home and Community Services are three times more than the entire HCQA Budget.

Washington State Home Care uality Authority

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